University of Edinburgh Job Description WSC6

1. Job Details
Job title:    Assistant Team Leader, Unix and Facilities Management
School/Support Department: Computing Services
Line manager:   Team Leader, Unix and Facilities Management

2. Job Purpose
To manage the delivery and development of the facility management aspect and the
majority of the storage services of the Unix and Facility Management team, which are
delivered to all staff, students, alumni and visitors to the University, and to external bodies
under contract. To provide line-management of the facility management staff and to
deputise for the team leader in his absence.

3. Main Responsibilities

1. To provide facility managed services based on the Unix operating system and
   provide resilient data services on centrally managed storage area networks. This
   encompasses services provided by the Computing Services, other University
   support services and for organisations on contract, e.g. the Scottish Endeavour
   Library Consortium. Specific responsibility for the central Unix timesharing and
   compute farm services. 30%

2. Ensuring the effective, relevant and timely delivery of new IT services based on
   Unix for the entire University community. Undertaking equipment evaluation and
   procurements. Advising where technical expertise is required to meet the needs of
   the University. This includes liaison with Management Information Services,
   Information Services and Colleges to ensure that the underlying infrastructure
   supports their specific services to a high standard. 40%

3. Assisting the team leader with the provision of strategic IT advice, guidance and
   consultancy to appropriate senior members of the Computing Services, to
   Schools, Colleges and Support Units, to Computing Services Support Teams and
   to external bodies. This includes advice on: the selection and deployment of
   equipment and services; the implementation of corporate initiatives; the
   implications of UoE IT policy, and the formulation of that policy where appropriate. 5%

4. Liaison with external companies who supply Unix hardware and software both in
   support contracts and in order to track new developments. 5%

5. Managing the threat to services and handling IT security incidents on all managed
   services and providing expert service consultancy for any service throughout the
   University. 5%

6. Provide day to day line-management and supervision of facility management staff. 10%

7. Deputising for, and assisting the Team Leader with responsibilities of a
   Computing Services team manager for staff management, recruitment, review and
   development and budgetary control. 5%

All of the above are to ensure the reliable and effective use of the University’s IT
infrastructure and to fulfil Service Level Agreements for all these services.

4. Planning and Organising
Planning the implementation of major hardware, system or service developments over a
timetable ranging between one and five years. This includes the identification of required
upgrades, training of staff in required skills, ensuring staff availability at key times and
timetabling around competing commitments. Reacting as required to major issues relating
to and planning the introduction of new facilities in support of the day to day delivery of the
Facility Managed and the storage area network services in line with the Service Level
Definitions for those services. Assisting the team leader with supporting and enabling
Information Services IT plans through the annual University planning cycle.

5. Problem Solving
The post-holder is a technical expert in their area and is expected to resolve the majority of
problems without further escalation, e.g. when a service fails, to rapidly diagnose the
problem, take corrective action and restore the service. In development situations the post-holder would be expected to arrive at the best implementation given the budgetary and other constraints.

6. Decision Making
The post-holder has to make decisions about the best solution to new IT requirements presented by the University and from new technical developments in their area and to provide advice for major procurements. Technical decisions would normally be taken independently, possibly after advice from specialists. Often situations do not have a clear “correct” solution and may be outwith policy, in which case they would be referred to the Team Leader, as would any relating to resources and staffing.

7. Key Contacts/Relationships
Frequent contact with the service managers and staff at all levels of the organisations both within and outwith the University for whom services are facility managed.

8. Knowledge, Skills and Experience Needed for the Job
Graduate level education and at least five years experience of Unix based service delivery is essential. Good communication, presentational and diplomatic skills are required, especially in dealing with senior staff without specialist knowledge of IT and in order to build and maintain working relationships with organisations for whom services are being provided. Good staff management skills are essential. A thorough knowledge of UoE IT policy, facilities and services is required and a very sound understanding of all of the technologies underlying their specific IT environment.

9. Dimensions
Day to day management of a team of 3 or more people. The postholder is responsible for managing core infrastructure for: MIS, including corporate finance and HR; Library; EDINA National Data Centre; MALTS E-Learning; EUCS Unix timesharing and compute services; the Data Library. These services are used by the entire University population. External service contracts cover academic and non-academic organisations such as the Scottish Endeavor Consortium, hosting the catalogues of National Library of Scotland, Universities of Edinburgh, Heriot Watt, Abertay and other major Scottish institutions. The storage infrastructure comprises over 200 Terabytes of data for both the research and non-research communities. Primary technical consultation for procurements (in 2005/6 these were worth £1.4m) and responsible for computer hardware worth £6.5m

10. Job Context and any other relevant information
This is a role which requires significant expertise in an area of rapidly changing technology, along with a detailed awareness of the systems being implemented in other parts of the University, as there are no longer isolated islands of IT. The technical expertise is linked to awareness of University policies. The post holder maintains a vital link between the team leader and the members of the larger team, by helping to bring a focus to where specific effort is required.